

GRIEVANCE PROCESS FOR CERTIFIED PROFESSIONAL GUARDIANS

The Certified Professional Guardian Board's procedures for processing grievances are described in the Board's disciplinary regulations (chapter 500). (http://www.courts.wa.gov/programs_orgs/guardian/)

A. Grievance Intake

The AOC Liaison to the Board will conduct an initial screening of all grievances received via telephone, email or U.S. mail.

1. **No Jurisdiction.** If the grievance is not within the jurisdiction of the Board, the grievant is notified and directed to other appropriate organizations or venues, if any. AOC maintains a log of non-jurisdictional grievances.
2. **Jurisdiction.** If the grievance is within the Board's jurisdiction, a new grievance file is opened, a letter acknowledging receipt is sent to the grievant (and a request to complete the grievance form, if appropriate), and the grievance is forwarded to the Guardian Investigator for initial investigation and follow-up.

B. Initial Investigation.

The Guardian Investigator conducts an initial investigation to gather sufficient information for the Board's Standards of Practice Committee (SOPC) to make a determination on the grievance.

1. **Active Guardianship Case.** If the grievance involves an active guardianship case, the Guardian Investigator forwards a copy of the grievance to the appropriate Superior Court and asks the Court for an update on any action within the next 30 days. The Guardian Investigator will review the status of the court case in 30 days, may conduct additional investigation and then report the investigative findings to the SOPC.
2. **Not an Active Guardianship Case.** If the grievance does not involve an active guardianship case, the Guardian Investigator will conduct an initial investigation and report the investigative findings to the SOPC.

C. SOPC Action on Grievance

After conducting an initial investigation, the Guardian Investigator will present the grievance and the investigative findings to the SOPC. The SOPC may take any of the following actions on a grievance. Where the SOPC recommends action to the Board, the Board may accept the SOPC's recommendation or take any of the following actions.

- (1) **Dismiss** the grievance and direct AOC to notify the grievant and the guardian;
- (2) Request **further investigation**;
- (3) Request the Guardian Investigator to **discuss with the guardian an issue of minor significance** and of a nature not potentially harmful to clients or others, and ask the guardian to take corrective action. The SOPC will report the guardian's compliance to the Board and the Board will determine whether to dismiss the grievance or pursue disciplinary action;
- (4) Request that AOC offer the guardian a proposed **Agreement Regarding Discipline** containing sanctions or remedies the SOPC deems appropriate. If the guardian agrees, the signed agreement will be presented to the Board for approval. The approved Agreement Regarding Discipline is a public record and will be available on the Board's website.
- (5) Recommend to the Board that a **complaint** be issued and the matter set for a hearing.

D. Issuing a Complaint

Following Board approval of the issuance of a complaint, a copy of the grievance and investigative file will be forwarded to the Attorney General's Office for review and prosecution of the complaint.

AOC staff will serve on the guardian, by registered or certified mail at the address on file with AOC, the complaint, notice to answer and a copy of the Board's disciplinary regulations. The professional guardian is allowed 30 days from the date of service to file a response to the complaint.

E. Disciplinary Hearing

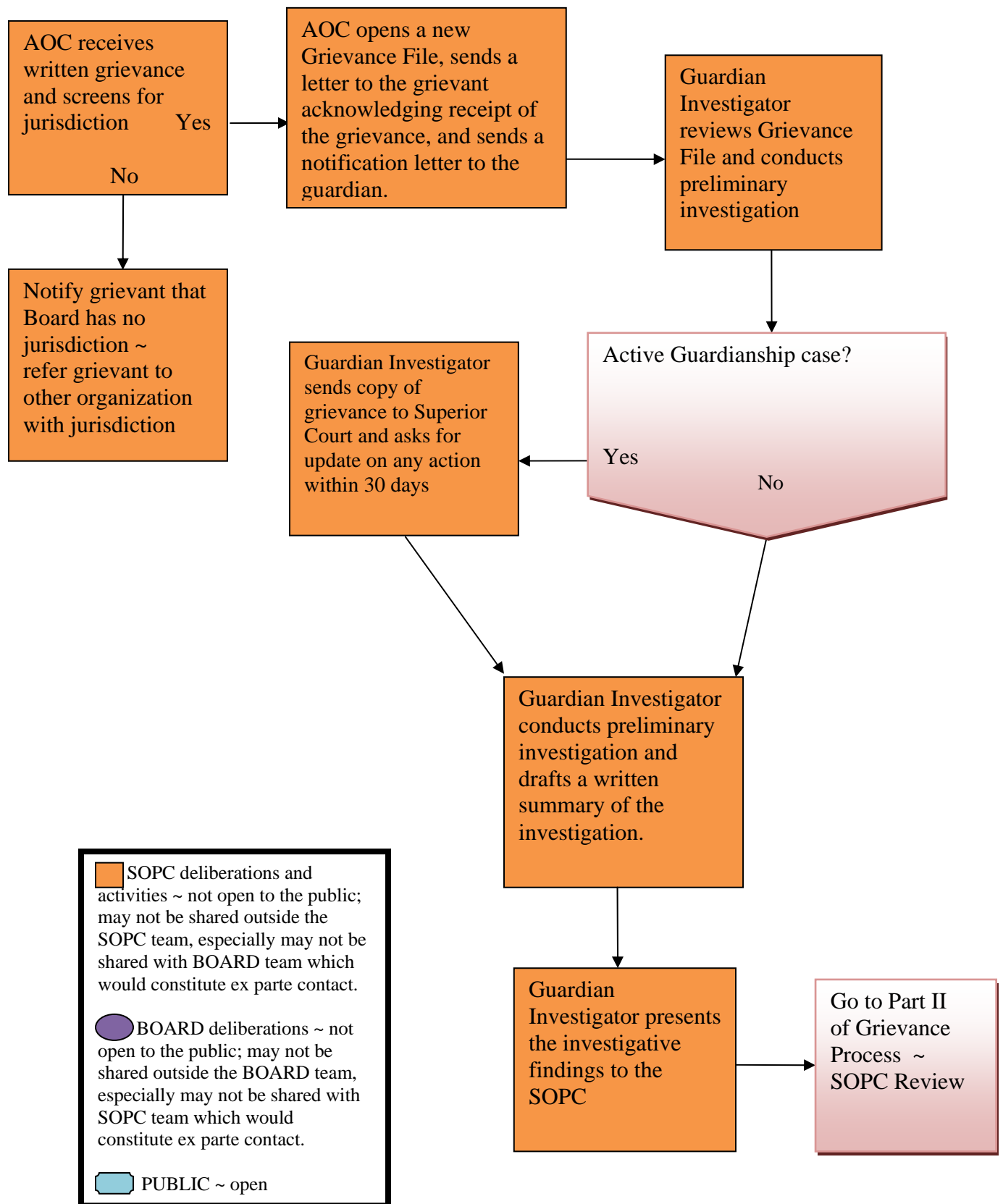
A hearing officer appointed by the Board Chair shall conduct the disciplinary hearing and issue findings of fact, conclusions of law and recommendation for the Board's review. The transcript, hearing record, and any opposition or responsive pleadings filed by the parties, will be provided to the Board. The Board's decision is final unless the Board recommends suspension or decertification, in which case the Supreme Court makes the final determination.

F. Notification to Grievant

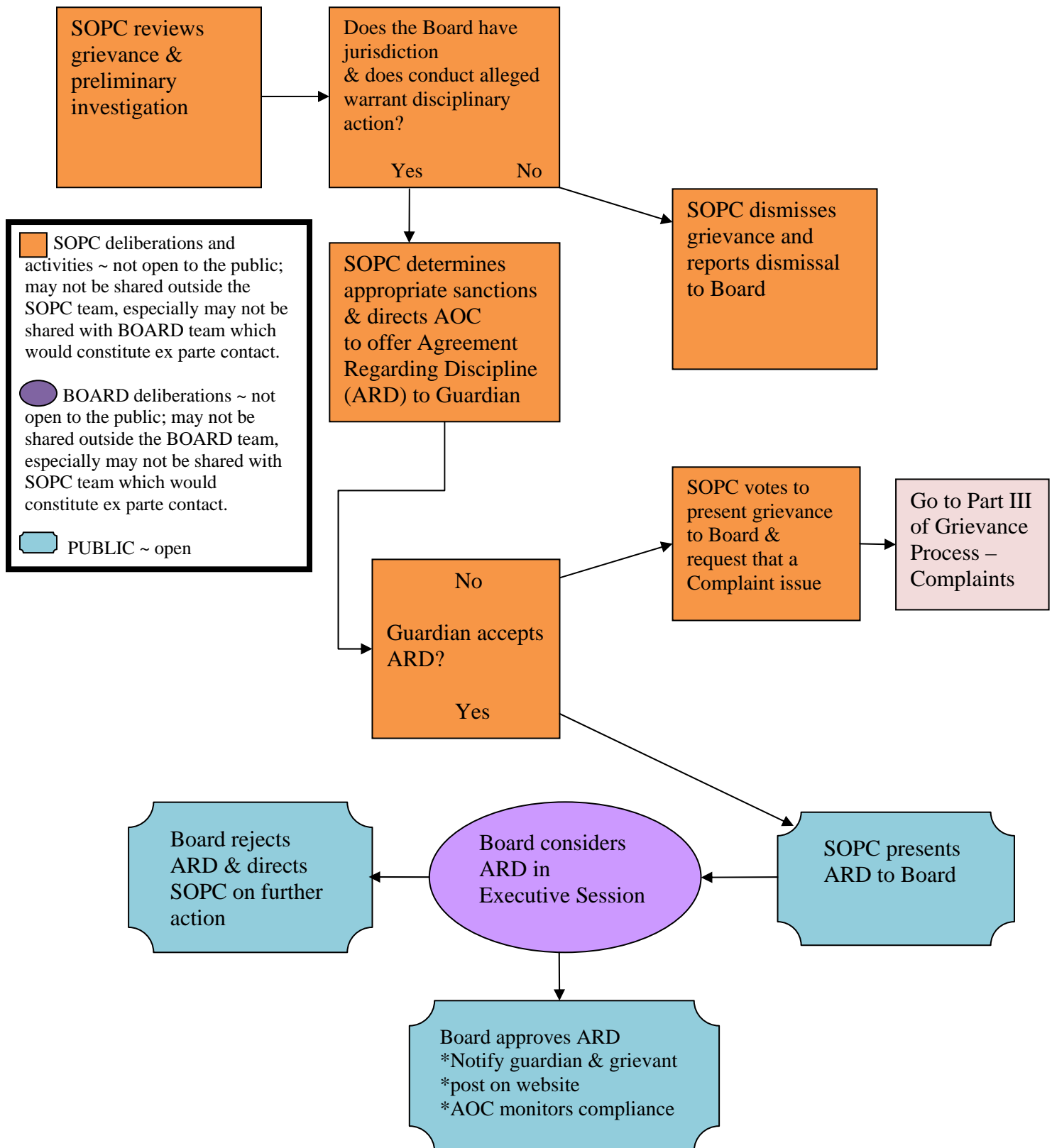
AOC will notify the grievant of the final resolution of the grievance.

CPGB Grievance Process

I. Grievance Intake



CPGB Grievance Process II. SOPC Review



CPGB Grievance Process

III. Complaint

